

ratonga taiohi pānui

what you need to know

Rāpare 29 Akuhata 2024



emergency housing changes

emergency housing changes now live

Eligibility changes for Emergency Housing Grants are now in effect. Young people applying for emergency housing will need to meet additional requirements to qualify.

Our objective remains the same: to support people in staying in their current homes or finding suitable alternative accommodations to avoid the need for emergency housing, and to help those currently in emergency housing transition into suitable, sustainable homes.



Grants Made Before 26 August 2024

Changes do not apply to Emergency Housing Grants before 26 August 2024 – No new responsibilities or activities will be included.

The new responsibilities will not apply for the first seven nights of any grant made on or after 26 August 2024

They still must pay the emergency housing contributions for subsequent grants if they were in emergency housing for more than 7 nights before 26 August 2024.

Click here to see updated resources

[Webpage](#) and [learning module](#)



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drop-in recap: payment card pins



By **Monday 23 September**, young people must set their own PIN on their payment card. If they don't do this, they will not be able to spend the money on their payment card.

To set a PIN by using MyMSD:

- Navigate to 'My payment cards'

Payment card

1234 5678

To set a PIN over the phone:

- Call 0800 559 009 – kaimahi will verify their identity and transfer young person to the automated PIN Set Self-Service

Young people who've already registered their voice

- Call 0800 33 30 30 and say, 'set my card PIN'

If you would like a list of young people who haven't added a pin to their payment card talk to your lead and email us national_youthservice@msd.govt.nz

What if I forget my pin? PINS can be reset the same way as they set it – on MyMSD or over the phone

What happens if I enter the pin incorrectly? If a young person enters their PIN incorrectly five or more times, they will receive an error message at the EFTPOS terminal

What if my card cannot be used for essential needs at a store? Young person may be eligible for a payment card balance transfer [click here for more information](#)

Young people need to do this themselves by using MyMSD or over the phone 0800 559 009



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youth service experience survey

get young people to fill in the survey for a chance to win 1 of 3 sweet \$50 prezzy cards

We want to hear what taiohi think about Youth Service so that we can celebrate successes and identify and resolve pain points.

Please reach out to your young people and encourage them to fill in the survey to give your feedback. Their feedback is really helpful for improving our service.

Young people can visit
www.surveymonkey.com/r/YouthServiceNZ
to fill in the survey



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upcoming drop-in sessions

drop-in to meet other youth coaches and learn about youth service



financial support while studying Tuesday 3 September, 10am

In this session we will provide an overview of the financial support options available to students, including budgeting tips to manage finances and expenses effectively.

Join via [Teams](#)

induction for new coaches Wednesday, 4 September, 10am

In this drop-in session we'll cover:

- how legislation and policy determines how Youth Service operates
- the people and teams that help deliver Youth Service
- where to find information to help you in your role

You'll also get to meet some other new youth coaches and be able to ask us questions.

Join via [Teams](#)

employment support Tuesday 10 September, 10am

Where education and training aren't a good fit, the next best option for taiohi is employment. To get taiohi work ready and in the right job, MSD offers a range of support. In this session, we will tell you about the different services available to help taiohi get into the job that's right for them.

Join via [Teams](#)

You can find the full drop-in session schedule on our provider site
[drop-in sessions | Youth Service providers](#)



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realising the dreams and aspirations of youth

tau awhitia te taiohi, ka puta ki te wheiao

w: providers.youthservice.govt.nz

e: national_youthservice@msd.govt.nz